

"WHO TO CALL"

FREQUENTLY CALLED NUMBERS

Program Review Division (PRD)	1-800-622-0276	Michigan Enrolls	1-888-367-6557
Prior Authorization Inquiry		Medical Health Plan	
Dental/Special Services		Choices	
Medical Supplier (87)		MI Child	1-888-988-6300
Special In Home Services:			
OT, PT, ST			
Family Phone Line	1-800-359-3722		
J & B Medical	1-800-737-0045		
Medicaid Provider Hotline	1-800-292-2550		
Medicaid Beneficiary Line	1-800-642-3195		
Medifax – Medicaid Eligibility	1-888-696-3510		
Verification			

Kathleen Stiffler, Director Children's Special Health Care Services Division

Children with Special Needs Fund (CSN)	Customer Support Section (CSS)	Family Center for Children and Youth With Special Health Care Needs (FC)
Lisa Truscott, Executive Director	Richard Cummings, Manager	Mary Marin, Executive Director
Provides services and equipment to children with special health care needs that no other resource provides.	Streamlined application process, Financial assessment, authorize providers, address changes. Initial medical eligibility determinations & renewal process	Provide for consumer participation and consultation to the CSHCS program. Consumer liaison with other agencies
Policy & Program Development Section (PPD)	Quality & Program Services Section (QPS)	
Karla McCandless, Manager	Cheryl Celestin, Manager	
Policy and program development, including Transition and Medical Home Model. CSHCS contract management.	Quality Improvement planning, implementation, and monitoring for LHDs and clinics; consumer satisfaction surveys. LHD liaison, departmental reviews, administrative hearings, insurance premium payment program, and transportation. Respite and Hospice.	

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Annual Narrative Reports – LHD	<i>Constance Wilson</i> QPS 517-241-7182		
Client record changes: adds, deletes, other changes, status of application	<i>Analyst for the Appropriate County</i> CSS	Copies of what was sent to make the changes, client name, client ID number, information on care needs.	Be prepared to discuss: what information was submitted on NOA, when it was submitted, and any response you have seen from the Analyst.
Billing Problems/ Providers Billing Problems/Client	PROVIDER INQUIRY 1-800-292-2550 Beneficiary Line 1-800-642-3195	Provider name and address, ID number, provider type, and date of service. Also need client name, ID number, remittance advice.	For provider use. Direct provider to contact Provider Inquiry for assistance. If Provider Inquiry has been called and they are still having problems contact Connie Kapugia at 517-241-2802
Children's Multidisciplinary Specialty (CMS) Clinics	<i>Cheryl Celestin</i> QPS 517-241-8869	Questions about what clinics are approved, application process, re-approval of clinics, CMS policy	
Children with Special Needs Fund (CSN Fund)	<i>Lisa Truscott</i> CSN Fund 517-241-7420	Client name, ID number, information on requested item, date request was submitted, other information related to request.	Questions concerning CSN Fund requests, status inquiries or other comments or concerns should be directed to this office.
Cochlear Implants	Program Review Division 1-800-622-0276	Client name, ID number, provider number, and procedure code(s)	
Complaints, Concerns with Program	<i>Kathleen Stiffler</i> Director of CSHCS Division 517-241-7186	Client and family demographic information, phone numbers, particular people to contact regarding the issues.	Be prepared to discuss what you have done to resolve the problem, who you have talked to, and the current status of the situation.
Dental care & Orthodontia	<i>George Baker, M.D.</i> <i>Dietrich Roloff, M.D.</i> <i>Mary Anne Schuur, M.D.</i> Office of Medical Affairs 517-335-5181	Client name, ID number, information on care needs, eligible CSHCS diagnosis, provider suggested, and date of service.	Note orthodontia is not covered for all diagnoses, only those where orthognathic surgery is required, or for limited diagnoses.

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Departmental Reviews/ Administrative Hearings	<i>Nancy Carter</i> QPS 517-241-7189	Details of specific situation and why decision should be reviewed.	Note type of eligibility: V only, XIX only, dually eligible (V/XIX), in the process of applying; type of coverage-FFS, MHP.
Diagnostics: <i>Clinical Questions</i>	<i>George Baker, M.D.</i> <i>Dietrich Roloff, M.D.</i> <i>Mary Anne Schuur, M.D.</i> Office of Medical Affairs 517-335-5181	Specific history and providers suggested by referring physician; specific questions and issues to be discussed.	
Diagnostics: <i>Policy Issues</i>	<i>Karla McCandless</i> PPD 517-241-8207	Managed Care Organization or insurance information.	
Duplicate Client ID Numbers	<i>Ivy Bedford</i> 517-335-9096	Client name, ID numbers, Client birthdate.	
Evaluation of birth defects, genetic syndromes, genetic counseling	<i>Janice Bach</i> MDCH Community Living, Children and Families; Hereditary Diseases 517-335-8887	Indications for referral to genetic centers for counseling or other testing.	Have you discussed the situation with the genetics counselor at the center? Note: Genetic Centers are not a part of CSHCS nor Medicaid. CSHCS funds genetic counseling and testing at field clinics. E-mail birth defect questions to: BDRfollowup@michigan.gov
Expenditure Reports (Client Specific)	<i>Connie Kapugia</i> PPD 517-241-8202	Client name, ID numbers, Client birthdate.	
Family Center for CYSHCN Family Referral	<i>Mary Marin</i> FC 517-241-7197 Family Phone Line 1-800-359-3722		Family Phone Line is for families only, do not refer providers to this number.

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Forms- Appendix D in Guidance Manual	<p>Fax request for hard copies to: <i>Charlotte Moffitt</i> 517-241-1164 or mail: MDCH, Attn: <i>Charlotte Moffitt</i> 320 S. Walnut St. Lansing, MI 48913</p> <p>ELECTRONIC FORMS Must be requested through <i>Anita Wilson</i> 517-241-8996 or wilsona@michigan.gov</p>	Using letterhead, include a contact name and phone number, the delivery address for order, list the form name and number (i.e., MSA-4114) and amount needed.	
Formula, Dietary Medical Supplier (type 87)	<p>Medical Supplier Prior Authorization 800-622-0276</p>	Client name, ID number, diagnosis, procedure code(s), provider name and phone number. Current ht/wt., alternatives tried.	
Hearing Eligibility	<i>Mary Anne Schuur, M.D.</i> Office of Medical Affairs 517-335-5181	Client name, ID number, procedure code(s), provider ID number.	May also be called upon to assist in resolution of questions regarding eligibility determinations for hearing.
Hospice	<i>Matt Richardson, R.N.</i> QPS 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	
Insurance Premium Payment Benefit	<i>Amy Chapko,</i> QPS 517-241-8998	Client name, ID number, and information on client/family service needs.	Premium payment benefit includes COBRA, private insurance, Medicare Part B, and Medicare Part D.
Medical Eligibility <i>Clinical Questions</i>	<i>George Baker, M.D.</i> <i>Mary Anne Schuur, M.D.</i> Office of Medical Affairs 517-335-5181	Questions about covered diagnosis are directed to medical consultants.	
Medical Eligibility <i>Policy & Procedure</i>	<i>Richard Cummings</i> CSS 517-335-8983	Questions on policy & procedure of eligibility process.	
Payment Agreements	<i>Richard Cummings</i> CSS 517-335-8983	General clarification and financial information used to make decisions.	

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Payment:Agreements: Client Specific	<i>Debra Catey,</i> Accounting Bureau of Finance 517-241-5580	Client Name and ID number, coverage year(s) and relevant information	Questions concerning payment agreement audits, bills or refunds.
Payments: manual payments, field clinics, diagnostics, respite.	Provider Enrollment & Special Payments Section 517-335-5478	Date bill was submitted to the system.	Note: providers are advised it will take 6-8 weeks to process manual payments.
Pharmacy	First Health Pharmacy Provider Enrollment 804-965-7619 Pharmacy Technical Call Center 1-877-624-5204 Clinical Call Center 1-877-864-9014	Client name, ID number, diagnosis, provider name and phone number.	To enroll as a Medicaid pharmacy provider; to update previous enrollment info to request approval for unit dose payment; to request authorization for an automated service to submit batched claims. Pharmacy calls for exceptions for early refills inquiries on billing questions. Physicians call for PA. Pharmacies call for exceptions to 1) quantity maximums; 2) name exceptions for maximum allowable cost (MAC) prices.
Pharmacy Medicare Part D	<i>Connie Kapugia</i> PPD 517-241-8202	Above and any Medicare Part D information available.	
Policy Questions	<i>Cindy Linn</i> PPD 517-241-8862		
Private Duty Nursing	Program Review Division 517-335-5227	Beneficiary name, ID number, information on nursing care needs.	Important to distinguish what are the nursing services being requested.

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Prior Authorization: DME/supplies, hearing aids, dental and any service/ equipment needing PA, checks on status of the PA.	Program Review Division 1-800-622-0276	Provider name and address, date of service, procedure code(s) or other identifying information.	Note: PRD has 15 days to respond to PAs and may request additional information from providers if necessary.
Prior Authorization: <i>Emergent or Urgent Provider Complaints; PA Request (verbal)</i>	Program Review Division 1-800-622-0276	As above, plus description of provider complaint or request.	Urgent is when there may be a detrimental effect if not provided soon. Emergent is when death or extreme detrimental effect if not provided immediately.
Prior Authorization: <i>All other calls, and consumer inquiries.</i>	Program Review Division 1-800-622-0276	As above, with specific concerns regarding situation.	
Respite Care	<i>Matt Richardson, R.N.</i> QPS 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	Respite is authorized based on eligibility periods.
Special Medical Services: <i>out of state care; BMT & Solid Organ Transplant; Special surgical procedures (in & out of state); <u>Home OT; unique equipment requests</u></i>	<i>George Baker, M.D.</i> <i>Mary Anne Schuur, M.D.</i> Office of Medical Affairs 517-335-5181	Client name, ID number, information on care needs, location, and procedure recommended. Referring physician may fax information to 517- 335-8454	All out of state care must be prior approved. Emergency care situations should contact the Office of Medical Affairs as soon as possible.
Transition Families Family Referral	<i>Lisa Cook-Gordon</i> Family Center for CYSHCN 313-456-4387 1-800-359-3722	Transition information for families.	
Transition Policy and Resources	<i>Gina Gembel</i> PPD 517-241-8385	Transition materials.	
Transportation Assistance requests & status of payment	<i>Nancy Carter</i> QPS 517-241-7189	Date invoice submitted, date of service, clients name, ID number, LHD authorization letter, and information regarding trip	Advise parents it is taking 6-8 weeks to process payments for travel. Cartern@michigan.gov FAX # 517-241-8970

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Transportation, Medical (Emergent)	<i>Nancy Carter</i> QPS 517-241-7189	No prior authorization required in emergency or life threatening situations.	Refers to ambulance, fixed wing, helicopter services. Medical documentation required when submitting invoice.

<u>Children's Special Health Care Services</u>		
<u>Director</u> Kathleen Stiffler Executive Secretary: Laura Kach	517-241-7186	Stifflerk@michigan.gov
<u>Application Services Unit</u> Jim Beaver, Supervisor	517-335-8630	BeaverJ@michigan.gov
<u>Children with Special Needs Fund</u> Lisa Truscott, Executive Director Secretary: Teresa Brown	517-241-7420	TruscottL@michigan.gov
<u>Customer Information Unit</u> Trina Rios, Supervisor	517-335-9791	RiosT@michigan.gov
<u>Customer Support Section</u> Richard Cummings, Section Manager Secretary: Marla McArdle	517-335-8983	CummingsR@michigan.gov
<u>Family Center for Children and Youth with Special Health Care Needs</u> Mary Marin, Section Manager Secretary: Jeannie Rennie	517-241-7197	MarinM@michigan.gov
<u>Insurance Specialist</u> Amy Chapko	517-241-8998	ChapkoA@michigan.gov
<u>Local Health Liaison Nurse</u> Constance Wilson, R.N., MPA	517-241-7182	WilsonCo@michigan.gov
<u>Nurse Consultants</u> Vicki Jenks, R.N. Matt Richardson, R.N., CPNA	517-335-8535 517-335-8994	JenksV@michigan.gov RichardsonM@michigan.gov
<u>Policy & Program Development Section</u> Karla McCandless, Section Manager Secretary: Julie Kessler	517-241-8207	McCandlessK@michigan.gov
<u>Policy Specialist</u> Cindy Linn	517-241-8862	LinnC@michigan.gov
<u>Quality & Program Services Section</u> Cheryl Celestin, Section Manager Secretary: Anita Wilson	517-241-8869	CelestinC@michigan.gov
<u>Transportation/Appeals</u> Nancy Carter	517-241-7189	CarterN@michigan.gov

Health Administration, Office of Medical Affairs (*available as medical consultants to CSHCS)

George Baker, M.D.	517-335-5181	BakerGeo@michigan.gov
Dietrich Roloff, M.D.	517-335-8234	RoloffD@michigan.gov
Mary Anne Schuur, M.D.	313-256-3661	MASCHUUR@aol.com

Address and FAX Numbers

CSHCS -

Lewis Cass Building- 6th Floor
320 S. Walnut Street
Lansing, MI 48913

CSHCS Customer Support Section (CSS)

Lewis Cass Building – 6th Floor
320 S. Walnut Street
PO Box 30734
Lansing, MI 48909

FAX: 517-241-8970

(Use for Director, PPD, QPS and Family Center for CYSHCN)

FAX NUMBERS:

517-335-9491	CSS In-State Medical Reports, Notices of Action and Emergency Applications
517-335-8454	CSS Out-of-State Care Requests
517-241-8970	Administrative Matters
517-335-8055	CSN Fund

CHILDREN'S MULTIDISCIPLINARY SPECIALTY CLINICS

<p>Marlene Pryson, Clinic Coordinator Bronson Methodist Hospital/KCMS 601 John Street, Box J Kalamazoo, MI 49007 (269) 337-6437 Laurie Campbell – contact for contracts Phone: 269-341-8974</p> <p><i>Cardiology, Cleft Lip/Palate/Facial, Cystic Fibrosis, Diabetes, Endocrinology, Hematology/Oncology, Hemophilia, Multiple Handicap/Disability/Chronic Disease, Myelodysplasia/Spina Bifida and Pulmonary/Severe Asthma</i></p>	<p>Susan Caister, Coordinator Covenant Medical Center/Health Care 1447 N. Harrison Saginaw, MI 48602 (989) 583-5188 Carol Keinath, Manager</p> <p><i>Diabetes and Endocrinology</i></p>	<p>Layna Korcal, Clinic Director E.W. Sparrow Hospital 1200 E. Michigan Avenue Lansing, MI 48909 (517) 364-5415</p> <p><i>Apnea, Cleft Lip/Palate/Facial and Myelodysplasia/Spina Bifida</i></p>
<p>Leslie Studey, Clinic Director Helen DeVos Children's Hospital 100 Michigan Street NE, MC-004 Grand Rapids, MI 49503 (616) 391-3057 Fax: (616)-391-7103</p> <p><i>Cleft Lip/Palate/Facial, Cystic Fibrosis, Hematology/Oncology, Hemophilia, Lead Toxicity, Sickle Cell Disease Transition Clinic</i></p>	<p>Katherine Coffield, Clinic Director Hurley Medical Center 4th Floor School of Nursing 1 Hurley Plaza Flint, MI 48503 (810) 257-9773 Bill McGregor – contact for contracts Phone 810-257-9685</p> <p><i>Apnea, Cleft Lip/Palate/Facial, Cystic Fibrosis and Hemophilia</i></p>	<p>Sue Britton, Clinic Coordinator Marquette General Health System 580 W. College Avenue Marquette, MI 49855 (906) 225-4777</p> <p><i>Cardiology, Cleft Lip/Palate/Facial, Hematology/Oncology, Hemophilia, Multiple Handicap/Chronic Disease, Neurology and Pulmonary/Severe Asthma</i></p>
<p>Francie Dietrich, Department Manager Mary Free Bed Hospital 235 Wealthy Street SE Grand Rapids, MI 49503 (616) 242-9113 Fax: (616)456-4850</p> <p><i>Amputee/Limb Deficiency, Multiple Handicap/Chronic Disease and Myelodysplasia/Spina Bifida, Feeding Clinic</i></p>	<p>Collette Staal, Patient Care Center Outpatient Nursing Services Mary Free Bed Hospital 235 Wealthy Street SE Grand Rapids, MI 49503 (616) 242-9113 Fax: (616)456-4850</p> <p><i>Amputee/Limb Deficiency, Multiple Handicap/Chronic Disease and Myelodysplasia/Spina Bifida, Feeding Clinic</i></p>	<p>Susan Young, M.D., Clinic Director Oakwood Healthcare System Foundation 23400 Michigan Avenue, Suite 301 Dearborn, MI 48124 (313) 791-4335</p> <p><i>Apnea and Multiple Handicap/Chronic Disease</i></p> <p>Send copy of contract to Gregory Witbeck</p>
<p>Jaclynn Cunningham Clinic Director William Beaumont Hospital Outpatient Clinic 3535 West 13 Mile Road Royal Oak, MI 48073 (248) 551-3000</p> <p><i>Cleft Lip/Palate/Facial</i></p>	<p>Kathy Bosma Department Administrator Michigan State University Dept. of Pediatrics B240 Life Sciences East Lansing, MI 48824-1317 (517) 355-3352</p> <p><i>Cardiology, Chronic Illness, Cystic Fibrosis, Diabetes, Endocrinology, Genetics, Hematology, Hemophilia, Immunology/ Rheumatology and Pulmonary/Severe Asthma, Medical Home Model</i></p>	<p>Ilene G. Phillips Associate Director University of MI Medical Center 1500 East Medical Center Drive Ann Arbor, MI 48109-0244 (734) 764-2092</p> <p><i>AIDS, Cleft Lip/Palate/Facial, Chronic Illness, Diabetes, Gastroenterology/Nutritional Deficiencies, Hematology/Oncology, Hemophilia, Metabolic Disease and Pulmonary/Severe Asthma, Weight Management</i></p>

10/12/2007